

## CSSD Checklist:

- **Always read and respond** to mail from CSSD.
- **Provide complete information** for faster processing and accurate orders.
- **Maintain contact** Your case-worker can give you updates on actions taken on your case.
- **Keep good records** of your dealings with CSSD. Keep copies of your paystubs and tax records.
- **Notify CSSD of any changes** to your address, new job, income, child support order, custody order by the court.
- **Check our website** for more information, forms, and answers to questions.



### DID YOU KNOW?

About 275,000 babies are born to teenage mothers every year.

## Let us introduce ourselves!

We are the Alaska Child Support Services Division (CSSD) and are responsible for establishing and enforcing child support orders to make sure Alaska's children receive financial support from both parents.

### We offer the following services:

- **Locate parents**
- **Establish paternity**
- **Establish child support orders**
- **Enforce child support orders**
- **Review and modify child support orders**
- **Direct deposit of your child support payments**

### Payment Mailing Address:

P.O. Box 100380  
Anchorage, AK 99510-0380

### Mailing Address:

550 W 7th Ave, Suite 310  
Anchorage, AK 99501-6699

### Contact us:

Customer Service: **(907) 269-6900**  
TOLL FREE (In-state): 800-478-3300  
FAX: (907) 787-3220  
Email: [dor.cssd.customerservice.anchorage@alaska.gov](mailto:dor.cssd.customerservice.anchorage@alaska.gov)



[akchildsupport](https://www.facebook.com/akchildsupport)

## Alaska Child Support Services Division (CSSD) Helping Parents Help Their Kids



### Call Center:

Monday – Thursday: 9:30 am – 4:00 pm

FOR MORE INFORMATION CHECK OUR WEBPAGE:  
<https://www.childsupport.alaska.gov>

### **What about health insurance?**

Child support orders require that parents provide health insurance for their child(ren). CSSD is tasked with the enforcement of medical support as well as child support.

### **Who is responsible for providing health insurance?**

Both parents are responsible to make sure the child(ren) have health care coverage. When a child support order is created, medical support is included. CSSD will attempt to enforce medical against the paying parent, unless the custodial parent has been ordered to provide the health insurance or we are notified of medical insurance that is already in place for the child.

### **What if there is no coverage available through the employer?**

Although the child support order may order an individual to provide health insurance, many employers do not have medical insurance and we need to know that. However, most child support orders have a provision that indicates if health insurance becomes available to a parent (custodial or non-custodial), that parent must purchase the insurance. This means that CSSD will enforce medical against the parent who has medical insurance available to them.



### **What is the National Medical Support Notice (NMSN)?**

The National Medical Support Notice (NMSN) is a two-part notice sent to an employer from CSSD. This notice is used nationwide to simplify the work required of employers and Health Plan Administrators by providing uniform documents for health care coverage. The NMSN is sent when a child support order requires the parent to provide health care coverage.

### **Are employers and Health Plan Administrators required to comply?**

Yes. The federal government requires the use of the NMSN in all states and territories. Employers are familiar with the form and provide full cooperation.

### **What if I currently have Insurance coverage?**

Please provide this information to CSSD so we can ensure the child has access to the coverage

### **How often does CSSD verify the availability of health insurance?**

If CSSD has been made aware there is insurance in place we will request annual updates to ensure the records indicate the most current insurance documentation. CSSD will send out notices to verify this information. If we do not have health insurance information, CSSD will send notices every six months until health insurance is provided.

#### **DID YOU KNOW?**

1 in 4 children are served by the child support program.

#### **DID YOU KNOW?**

One baby can go through 5,000 diapers in under three years.

### **Am I entitled to a credit against my child support obligation for providing health insurance?**

If you are providing health care coverage for your children through your employer or private insurance, and coverage is made available, we may be able to credit up to 50% of the monthly cost you pay to cover the child(ren) listed on the support order. Before CSSD can determine the credit, we must verify that coverage is in place. If you are requesting credit, the following information is needed:

- Confirmation the children are covered and the effective date of coverage
- Insurance providers name, address and phone number
- Policy number and any required identification numbers
- Names of **all** persons covered on the policy
- Confirmation from the employer or insurer of the total cost of coverage with a breakdown of the cost for each dependent.

### **Can I get a credit for other medical expenses I pay?**

If either parent pays medical expenses that are not covered by the child's insurance, these are called "out of pocket or uncovered medical expenses". In order for CSSD to give credit for these types of payments, you need to get a Judgment from the court. For more information on how to pursue a Judgment, please call the Family Law Self Help Center at (907) 264-0851 or (866) 279-0851.